



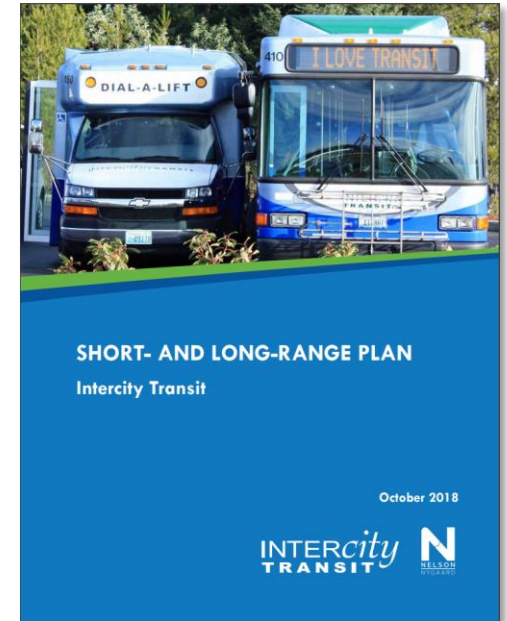
# Intercity Transit Community Update – Fall 2019



# I.T. Proposition 1

## Service Enhancements

1. Increase Span of Service
2. Improved Service Frequency
3. Expand Service inside PTBA currently not served
4. Annual operating budget set-asides to keep pace with traffic growth
5. Bus Rapid Transit on primary corridors
6. Enhanced Commuter Service (in service area and for Northbound markets)
7. Enhanced Capital Facilities Program
8. Innovative Service Zones
9. Explore Alternative Fare Options



# Prop. 1 Implementation Schedule

Implementation Year	Improvement
2019	<ul style="list-style-type: none"><li>• Improve span of service</li><li>• Keep Buses On Time (Schedule Maintenance)</li></ul>
2020	<ul style="list-style-type: none"><li>• Improve Frequency</li><li>• Expand Bus Service to NE Lacey (post Marvin Rd/I-5 work)</li></ul>
2021	<ul style="list-style-type: none"><li>• Innovative Service Zone (first zone)</li><li>• Night Owl Services</li></ul>
2022	<ul style="list-style-type: none"><li>• Express Service to Yelm (post Yelm Loop)</li><li>• Enhance Commuter Services (pending HOV lanes)</li></ul>
2023	<ul style="list-style-type: none"><li>• Innovative Service Zone (second zone)</li></ul>
2026	<ul style="list-style-type: none"><li>• Innovative Service Zones (Add third zone)</li><li>• Bus Rapid Transit</li></ul>

Assumes 50% grant match

# Service Enhancements

## September & December 2018

- Modest increases to span and frequency
- Adjust for on-time performance – Adjust Schedules to Keep Buses on Time
- Create new trip options – Tumwater to SPSCC, Lacey to West Olympia, NE Lacey, Redistributed buses on Capitol Way
- Consolidated Express Routes and Service Locations Emphasizing
- **Added 7.4% service**

## March, September & November 2019

- Increase Span & Frequency
- Pilot BRT-Light Demonstration Route
- Received 24 New Buses
- Hire/Train more than 100 new employees
- **Added 17.6% Service**

## 2020 and Beyond

- New Route to NE Lacey
- Improve PM Span and Frequency (Adjusting based on ridership)
- Expect Delivery of 39 New Buses and 14 Dial-A-Lift Vehicles
- Hire/Train Operations, Maintenance and Admin Staff
- DAL Long-Range Plan, Multi-Jurisdictional High Capacity Corridor Study & Funding Plan, Innovation Service Study
- Replace CAD/AVL Software and Communications System



### Improve Span and Frequency



Provide critical service improvements and meet customer demand by improving span and frequency on all routes.

### Provide Service to New Areas



Provide expanded service to new areas including NE Lacey and Yelm, and implement a new Night Owl flex service.

### Enhance Commuter Service



Provide enhanced commuter service along the I-5 corridor.

### Bus Rapid Transit



### Enhance Capital Facilities Program



Implement an enhanced capital facilities program to improve customer experience and access.

### Provide Innovative Service Zones



Implement up to three innovative service zones to match demand with service in low-ridership or emerging areas throughout the PTBA.

### Keep Buses On Time



Budget for annual schedule maintenance to keep buses running on time.

# Summary of Service Changes

## Saturday Enhancements

- Added morning and late night trips
- Adjusted time points – Keeping service on time
- **Service Increased by 28%**

## Sunday, Sunday, Sunday!

- Matches Saturday Service
- Adding morning and late night trips
- **Service Increased by 97%**

## Weekday Improvements

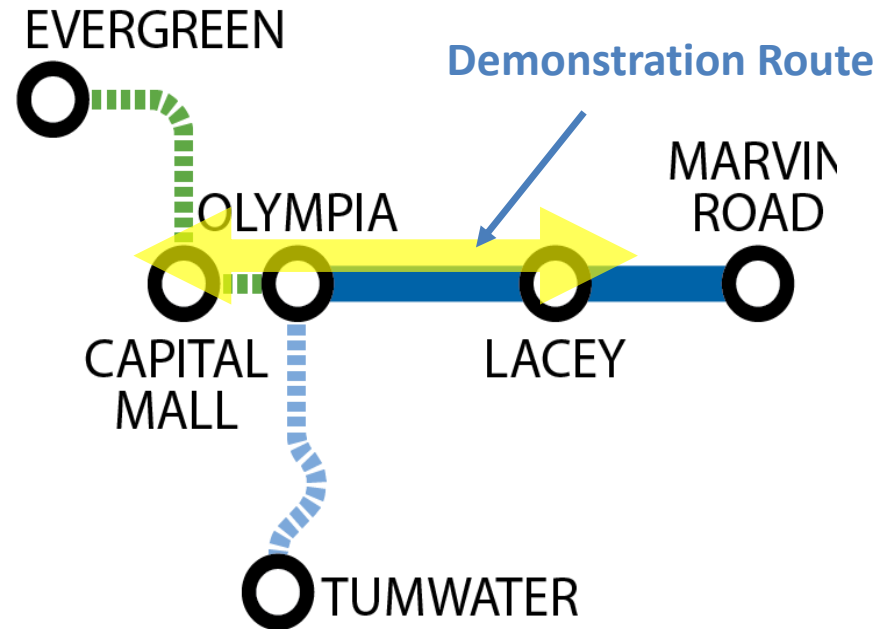
- Added early morning, mid-day and late night trips
- Express Service Restructured and Add Frequency (Aligns with Sounder Train Schedule)
- **Service Increased by 18%**

**Total increase of 25% (50,977 hours) in fixed-route revenue service hours**

**Implemented about 60% of the promised service**



# High Performance Corridor Demonstration Project





# New Fleet



- 8 Already in service
- 16 Soon to be in service
- 39 More to come



# Join our Team!

We've hired over 100 people and counting this year!



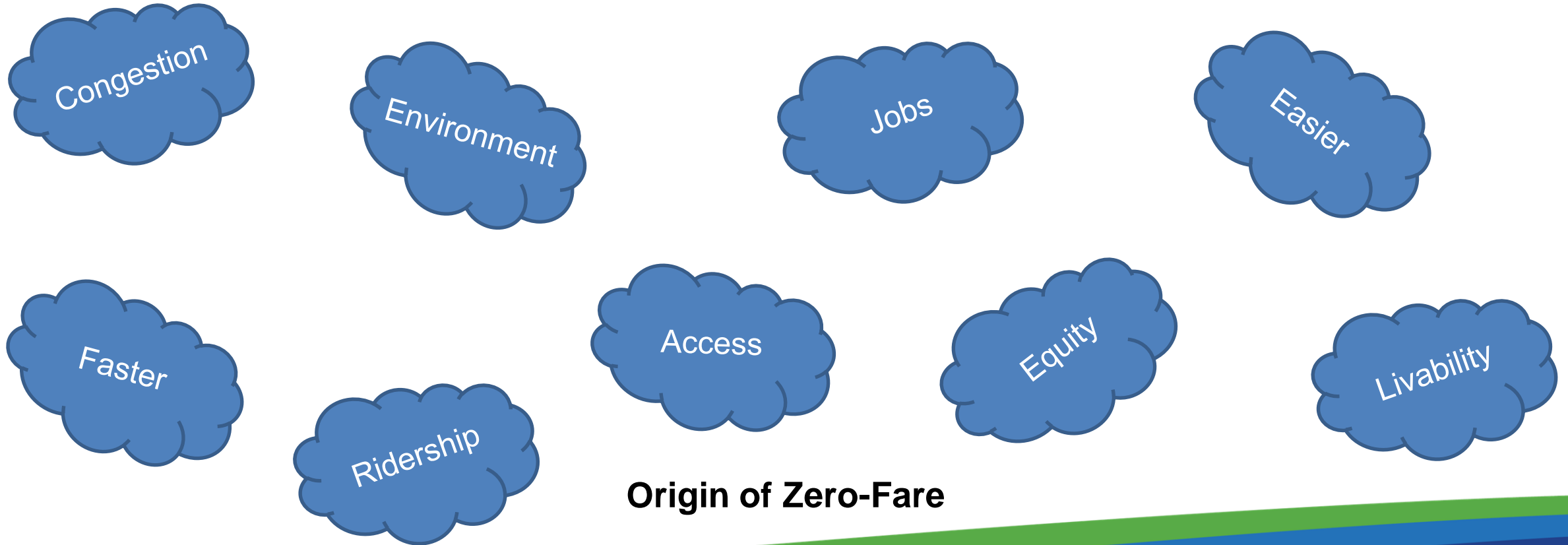
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**TRANSIT**



# Community Goal Create a Transformational System

## Prop 1 - Explore Alternative Fare Options

The Authority's Challenge:  
How do we convert what we heard into a transformational system?



# Create a Transformational System

## The Case for Zero-Fare



**Get where they  
are going faster**



**Make it easier  
to pay**



**Make it more  
affordable**



**Encourage people  
to ride the bus**



**Reduce fare hassles  
and uncertainty**



**Promotes  
social equity**

Riders least able  
to afford fares  
are currently  
paying them



**Increases  
ridership**

Systems report  
an increase of  
30–40% ridership



**Makes bus  
service faster**

3–7% speed  
improvement  
without fare  
collection waiting time



**Lowers  
operating costs**

Eliminates  
costs for fare  
collection, fare  
equipment, ticket  
management, and  
administration



**Removes  
barriers**

Increases  
convenience  
and removes the  
hassle of finding  
cash to ride  
the bus



**Reduces traffic  
congestion**

Gets more  
people riding the  
bus leaving fewer  
cars on the road



**Environmentally  
friendly**

Gets more  
people riding the  
bus leaving fewer  
cars on the road



# Create a Transformational System

## Zero-Fare Demonstration Proposal

- ☐ 5-Year Pilot Project
- ☐ Public Hearing – November 20, 2019
- ☐ Strategic Plan Adoption – December 4, 2019
- ☐ Zero-Fare Proposed Start Date - January 2020

# Emergency Management



## THURSTON REGION DISASTER RECOVERY FRAMEWORK

Supporting the Integrated Emergency Management Course

Thurston County Emergency Management Council

Prepared by Thurston Regional Planning Council

January 2019





# New Youth Education Center



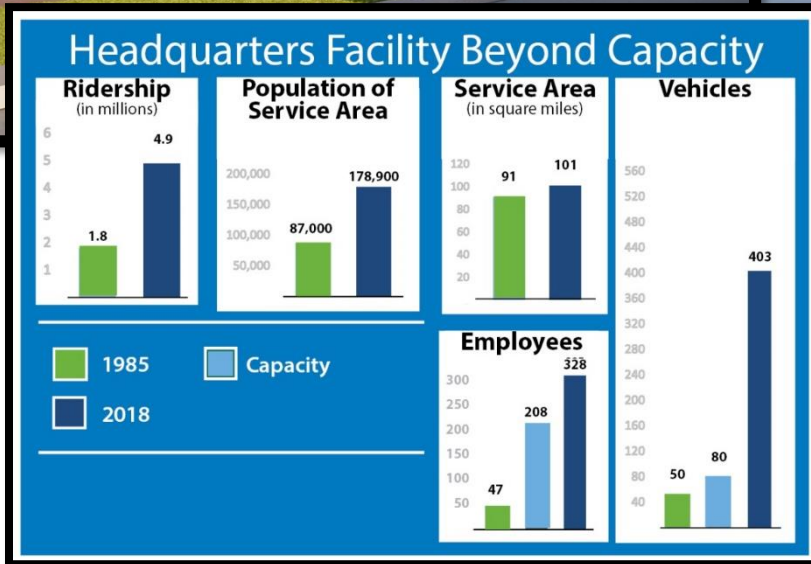
# Olympia Transit Center





# Pattison Street Facility

## Maintenance, Operations and Administrative Offices



# 2019 State and International Roadeo Champions





# 2019 Governor's Smart Communities Project Award



Thank you to our partners:

- City of Olympia
- City of Lacey
- City of Tumwater
- City of Yelm
- Thurston County
- Thurston Chamber of Commerce
- Thurston Economic Development Council
- SPSCC Community College
- Thurston Regional Planning Council
- State of Washington DES
- North Thurston School District
- J Robertson and Company
- The Evergreen State College
- Olympia Downtown Association
- PacMtn Workforce Development Council
- Nelson/Nygaard Consulting



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# Community Issues & Priorities

## Issues:

- Population Growth
- Congestion
- Distance between home and work
- Limited Public Transportation Options

## Priorities:

- Serve those without transit
- Get People to Work, School, Medical, etc.
- Serve New Areas
- Reduce Pollution
- Reduce Congestion
- Save Riders Money





